

Curriculum Vitae

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Education

Master of Education (2004-2005)
University of Technology - Sydney

Graduate Diploma of Education and Training (1996-1997)
The University of Melbourne

Bachelor of Arts, Psychology Major (1992-1995)
Monash University, Melbourne

Bachelor of Business, Economics/Finance (1984-1986)
Charles Darwin University, Darwin

Professional Development

Certificate IV in Compliance Management (2012)
ACI - Sydney

TAE40110 Certificate IV in Training and Assessment (2011)
University of Technology - Sydney

Managing for High Performance (2007)
UBS, Sydney

Strategic Leadership (2004)
ICEDR, AGSM, Sydney

Change Management Methodologies and Techniques (2002)
AMP Ltd, Sydney

Employment History

RG Consulting Services (September 10 – Current)

Managing Director

Responsibilities

RG Consulting Services is a niche consultancy focused on the design and development of education and compliance strategies which assist in building ethical cultures and compliant workplace practices.

- Partnering with executive teams in the development of learning and compliance strategies
- Design and development of training and compliance frameworks based on regulatory requirements
- Design, development, delivery and assessment of professional development programs tailored to specific requirements
- Capability development by way of 'train the trainer' workshops and eLearning modules
- Tailoring learning solutions to unique mandatory training requirements
- Workshop facilitation

Employment History – Continued

UBS Investment Bank (October 05 – September 10)
Legal and Compliance Division, Sydney

Director – Legal and Compliance Education

Responsibilities

As a member of the Global Education and Training Team, building & implementing the legal and compliance education strategy & operational plan in consultation with senior business line executives and legal and compliance executives. Area of direct responsibility included Australia, New Zealand & South East Asia.

Achievements

- Led the review and remediation of ASIC's mandatory training requirements for the Australian Wealth Management division.
- Led the design and development of the global Compliance Officer Development Program which included the development of education road maps, the review of current education offerings and the preparation of appropriate communications to affect the release and implementation of the program.
- Designed and delivered a Facilitating Education program for the global IB Legal and Compliance team members involved in the delivery of compliance training.
- Led the design and development of the Investment Bank's 'Legal and Compliance Conflicts of Interest' Risk Workshop. This program was rolled out globally to the Managing Director and Executive Director audience.
- In partnership with the learning and development team, significantly enhanced the management of the Investment Bank's ASIC related training requirements.
- Led the development and implementation of a tailored Junior Bankers program for the IBD Australian business.

Deutsche Bank AG (October 03 – October 05)
Compliance Division, Sydney

Manager – Compliance Training and Education

Responsibilities

In consultation with the regions executive management, building and implementing the compliance training and education strategy of Deutsche Bank AG Australia, New Zealand and Asia.

Achievements

- Managed the Asia Pacific component of the Global Compliance Competency Project. This initiative was established to map current Compliance job roles, job descriptions and associated core competencies.
- Managed the move of the compliance training requirements onto the new learning management system, dbLearn. This included change management requirements such as; expectation management, training, legacy data uploads and modifications to existing on-line programs.
- Project managed the design, development and delivery of the Australian/New Zealand on-line Code of Conduct training module.

Employment History – Continued

Virgin Mobile Australia, (September 02 – September 03)

Human Resources Department, Sydney

Manager – Learning and Development

Responsibilities

In consultation with executive management, building and implementing the learning and development and cultural strategy for Virgin Mobile Australia.

Achievements

- Designed an organisational development model for organisational planning, management and leadership development and the overall building of organisational capability.
- The development and roll out of Destination Statement and Values workshops across the organisation.
- Designed and introduced VMA's first 12 month team leadership development program.
- Led the audit and expansion of VMA's government funded traineeship program. The program provided participants with a nationally accredited qualification and assisted in the funding of the learning unit in general.
- Introduced reporting measures for all learning and development initiatives, including measures such as; program and individual competence levels, cost to train and participant experience.

AMP Ltd, Customer Service Division (July 00 – August 02)

Compliance and Technical Services Department, Sydney

Manager – Practice Change

Manager – Communication and Strategy

Responsibilities

Leading practice change initiatives designed to imbed compliance and legislative change requirements.

Developing, embedding and communicating strategies and methods of practice to link the department's effort with overall AMP direction.

Achievements

- Successfully built a cohesive and motivated team of Practice Change Consultants. Within 6 months the team educated the division on the legislative requirements of; Financial Services Reform, PS146, Family Law, and a host of federal government initiatives.
- Successfully built the overall department's profile as meaningful to the delivery of compliance related initiatives.
- Acted as department head in the absence of the National Manager, Compliance and Technical Services.

Employment History – Continued

Morgan and Banks Pty Ltd, Sydney/Melbourne (Sept 99 – July 00)

Contract Training Professional

Responsibilities

Delivering and developing customised and competency based training solutions in the areas of leadership, customer service, sales, team building, assertiveness, goal setting and vision/mission/values statement achievement. Client's included; AXA Australia, United Energy, GE Capital and Dingo Blue.

Achievements

- Developed Part 3 of the Certificate III in Call Centre Operations (Individual and Team Effectiveness), inclusive of competency assessment tools. Also trained fellow facilitators nationally in the delivery of the program.

Crown Ltd, (July 97 – July 99)

Human Resources – Corporate Training and Development, Melbourne

Service Development Trainer

Responsibilities

Designing, developing, delivering and evaluating tailor made training solutions for business stream and organisational specific needs in collaboration with executive, senior and middle management.

Achievements

- Designed and facilitated the Achieving Corporatisation Excellence management development program for Crown Towers' senior management team.
- Played an instrumental role in the development of Crown's new Vision and Values by developing and delivering a Vision and Values program targeted at middle management.
- Designed, developed and facilitated a service enhancement and change management training program for VIP coded staff, which was instrumental in maintaining service levels during the early stages of the opening of the new entertainment complex.

Urban Careers [Business Trading Name], (July 95 – July 97)

Self Employed Training and Career Consultant

Responsibilities

Delivering and developing training solutions and career guidance plans for a variety of private, state training board approved and community sector clients and candidates.

Achievements

- Developed an extensive client base throughout Melbourne by maintaining strong and ongoing relationships with all clients, resulting in consistent return business and many referrals.

Various accounting and hospitality related roles prior to 1995.